



## Department of Administrative Services Customer and Employee Relations **Job Announcement**

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**ANNOUNCEMENT #:** 200610 (REVISED)

**POSITION:** Director of Knowledge Center

**LOCATION:** State Purchasing Division  
200 Piedmont Avenue  
13<sup>th</sup> Floor, West Tower  
Atlanta, GA

**APPLICATION DEADLINE:** Open until filled

**WHO MAY APPLY:** All applicants

**PAY GRADE:** SE

**PAY GRADE SALARY RANGE:** Commensurate with experience

**GENERAL DESCRIPTION:** Director, Knowledge Center

- **Summary**
  - Join the State of Georgia and lead us through a transformation in adopting best practices in procurement. Our goal is to become the best managed business in state government. This new position will lead procurement and various business professionals in driving relationships across the state, executing progressive procurement strategies, achieving significant savings goals and measuring customer service and vendor performance. A very high profile position expected to provide support in achieving high-profile results.
- **Role**
  - Provide support to Strategic Sourcing team and all Category Managers in process support and improvement and procurement tools
  - Manage overall operations of the State Purchasing support function including marketing/communications, customer/vendor satisfaction, spend analysis, process improvement, compliance audits and professional development and training, and technology applications.
  - Reports directly to Assistant Commissioner, Procurement
- **Responsibilities**
  - Assist Asst. Commissioner of State Purchasing and Director of Strategic Sourcing with procurement strategy and ensure procurement support activities are aligned with overall strategy
  - Communicate key procurement support activities to

- various teams in the knowledge center
- Recruit, develop and manage knowledge center team members
  - Support skill development for all staff and provide regular performance feedback
- Manage the analysis of core spend data in support of Strategic Sourcing function
- Ensure implementation of key electronic procurement applications required to support procurement processes
- Ensure the implementation of a best-in-class training and certification program for State Purchasing and agency/university procurement personnel
- Stay abreast of current trends and best practices in procurement, and share with organization
- Oversee State Purchasing Marketing/Communications function and customer/vendor satisfaction process initiatives
- Maintain standards for Georgia Procurement Manual and State Purchasing website
- Define key metrics, in conjunction with peers, to track and communicate value being delivered by Procurement
- Publish performance results of knowledge center on a periodic basis
- Define and ensure compliance of procurement policies by championing communications, tracking metrics across State Purchasing
- Oversee Process Improvement initiatives within division, state agencies and universities resulting from comprehensive purchasing compliance audits to ensure Purchasing procedures, guidelines and laws are being followed

- **Required Skills**

- Ability to juggle multiple priorities in a very fast-paced environment
- Strong oral and written communication and presentation skills
- Strong people management skills (recruiting, managing, motivating & developing staff)
- Strong project management skills
- Results oriented
- Proactive and dynamic interpersonal skills
- Demonstrated ability to effect broad change within organizations
- Excellent analytic skills and ability to think strategically about key procurement support issues
- Ability to influence wide range of stakeholders
- Expert knowledge of procurement practices, processes and support systems
- Demonstrated ability to identify and set best practices, guidelines and processes
- Understanding of major categories, supply markets and products
- Working knowledge of agency/university businesses and public procurement

**MINIMUM QUALIFICATIONS:** Completion of an undergraduate degree in Business Administration, Public Administration, or a related field from an accredited college or university.

AND

Four years of operations management experience which included responsibility for developing and implementing complex policies, change management, and strategic business practices.

OR

Seven years of operations management experience which included responsibility for developing and implementing complex policies, change management, and strategic business practices.

*Please include salary history on resume.*

**PREFERRED QUALIFICATIONS:** Preference will be given to applicants who, in addition to meeting the minimum qualifications, possess one or more of the following:

- Master's degree in business administration (MBA) or Public Administration (MPA) from an accredited college or university.
- Experience in program areas such as professional development/ training, data analysis, process improvement, audit processes, customer relations, or other operational experience in a large business entity.
- Prior procurement experience.
- Certification as a Certified Professional Public Buyer (CPPB), Certified Public Purchasing Officer (CPPO), Certified Associate Contracts Manager (CACM), Certified Professional Contracts Manager (CPCM), or a Certified Purchasing Manager (CPM) or other relevant certification.